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# Making Nursing Care Easier via Technology and Technology More Friendly Through Nursing Care: Experience Sharing of Developing an Information System by Combining Healthcare Technology and Process Reengineering

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## Abstract

Information technology has changed people's lives and plays a crucial role in health care, exhibiting pronounced effects on patient safety. Following the rapid development of smart healthcare, the Joint Commission of Taiwan hopes to engage in interdisciplinary cooperation, process integration, and talent training to enable healthcare institutions to meet the goals of developing medical technology, promoting patient safety, and establishing smart hospitals. Interdisciplinary cooperation allows technology to be customized to meet medical demands; process integration involves work processes being merged with information processes and quality control being practiced so that technology can meet clinical needs; and talent training entails cultivating personnel who can realize interdisciplinary cooperation, process integration, and team communication. Technology or systems are expected to make health care more valuable. By identifying and solving technology and system problems, a safe healthcare environment can be created.

**Keywords:** patient safety, healthcare technology, interdisciplinary cooperation, process reengineering

# 「科技讓護理更從容、護理讓科技更溫柔」－ 醫療科技結合流程再造之資訊系統開發經驗分享

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## 摘要

資訊科技不僅改變了我們的生活，也是醫療照護中重要的一環，更對病人安全產生極大的影響。財團法人醫院評鑑暨醫療品質策進會有鑑於智慧醫療的快速發展，期盼藉由跨界的合作、流程的整合及人才的培訓，讓醫療院所達成醫療科技發展與促進病人安全2大目標，並朝向發展智慧醫院的目標前進。在跨界合作中，能讓我們所接觸的科技客製化成為醫療的需求；在流程整合後，能讓工作流程結合資訊流程，搭配品管的精神和手法，讓科技符合臨床所需；人才培訓部分則是希望能培養跨界合作、流程整合及團隊溝通相關人才。最後期望透過運用科技或系統的過程，讓醫療更有價值，並找出科技及系統的問題，逐一解決，為共同打造更安全的就醫環境而努力。

**關鍵詞：**病人安全、醫療科技、跨界合作、流程再造